

Q.P. Code :19517**[Time: 2:30 Hours]****[Marks:75]**

Please check whether you have got the right question paper.

- N.B:
1. All questions are compulsory subject to internal choice.
 2. Figures to the right indicate full marks.

Q.1 A) State whether the following statement are True or False: **(Any Eight)**

08

- 1) Synergy refers to the additional energy in a team.
- 2) Resistance to change is not always bad.
- 3) Formal groups happen by chance.
- 4) Group think is a disease of very close groups.
- 5) Expert power comes from specialised learning.
- 6) Conflicts are always destructive.
- 7) Interpersonal conflict is a conflict within an Individual.
- 8) Theory 'Y' Managers believe that people are lazy and irresponsible.
- 9) There are cultural differences in the experience of Job satisfaction.
- 10) Unsatisfied needs or motives stimulates Individuals and exert a strong influence on perception.

B) Match the column: **(Any seven)**

07

1) Stereotypes	a) Theory 'Y'
2) Personality	b) Need Hierarchy
3) Types 'B' personality	c) Knowledge
4) Employee Engagement	d) Reduces stress
5) McGregor	e) Position in the group
6) Maslow	f) Beliefs about a class of people
7) Expert power	g) Way of thinking feeling & behaving
8) Status	h) Relaxed
9) Sabbaticals	i) Enthusiasm for the work
10) Financial problem	j) Can cause stress

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- Q.2 A) What are Terminal & Instrumental values? How do different generations vary in their work values? 08
B) Explain in brief Maslow's Need Hierarchy Theory. 07
OR 15
- Q.2 "Job satisfaction is said to be multidimensional in nature." Explain. 15
- Q.3 A) What do you mean by organizational conflict? What are its advantages and disadvantages? 08
B) What is power? Explain its types. 07
OR 15
- Q.3 What are different causes of Political behaviour? 15
- Q.4 A) Explain work group? Why do people Join Work Group? 08
B) Discuss strategies for coping with stress. 07
OR
- Q.4 Why do people resist change? What are various types of resistance? 15
- Q.5 A) Explain different types of counselling. 08
B) "This is the age of discontinuity" Explain. How can change be implemented successfully? 07
OR
- Q.5 Write short notes on: **(Any three)** 15
a) Stereotyping
b) Machiavellianism
c) Job Involvement
d) Theory 'X' and Theory 'Y'
e) Levels of conflict
